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# *N-FOCUS Major Release*

## *MLTC*

### *April 10, 2016*

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A Major Release of the N-FOCUS system is being implemented April 10, 2016. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

**General Interest and Mainframe Topics:** All N-FOCUS users should read this section.

**Electronic Application:** N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

**Developmental Disabilities Programs:** N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section.

**Note:** This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

**Expert System:** All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

**Note:** When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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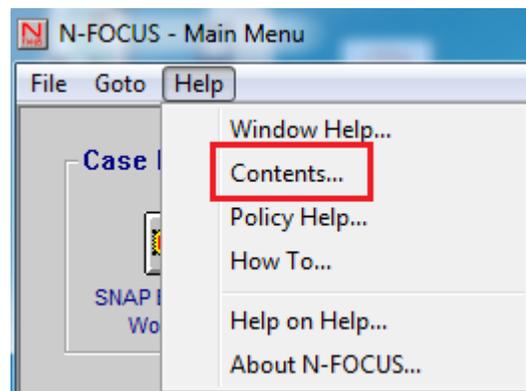
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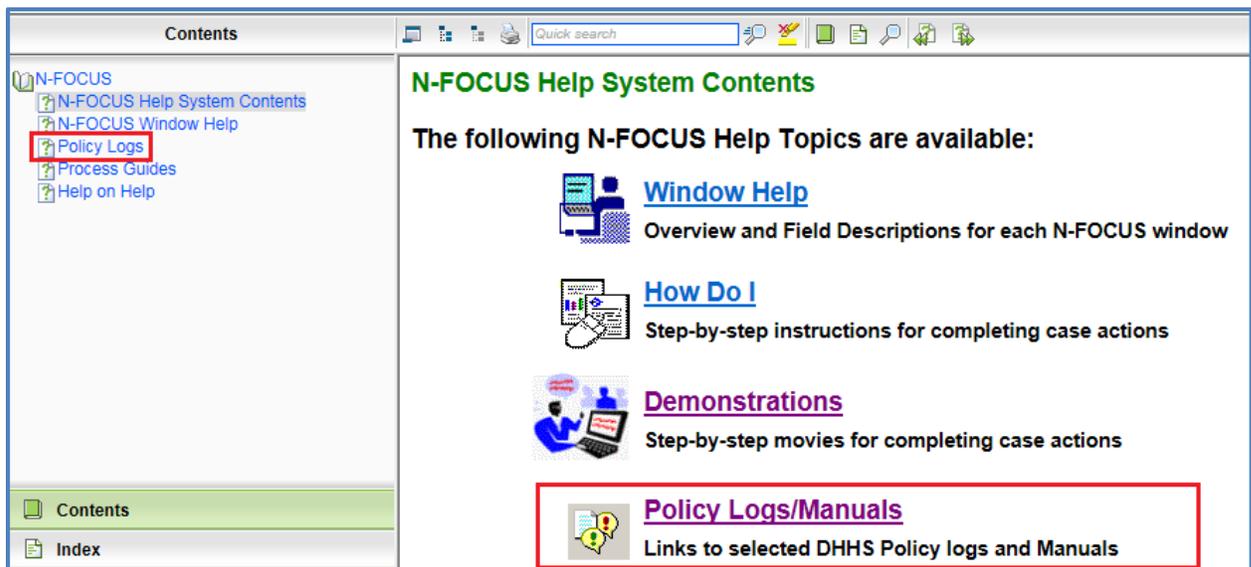
## General Interest and Mainframe

### Policy Logs/Manuals on N-FOCUS Help

The Policy Logs and Manual links on N-FOCUS Help have been updated to current information stored mostly on SharePoint. To access this information, from the Help menu select Contents.



The N-FOCUS Help System Contents window will display.



Select either the Policy Logs option in the N-FOCUS tree list on the left side of the window or the Policy Logs/Manuals link. Links to the Manuals and Policy Log pages will display.

Select the desired link to access the current Manual/Policy Log information.

### Manuals/Policy Logs

[EBT Policy Log](#)

[CFS Rules and Regulations](#)

[Medicaid Eligibility SharePoint Site](#)

[Medicaid Eligibility Regulations](#)

[SNAP Policy Log](#)



## Phone Application (Change)

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Economic Assistance will be implementing a phone application. With this phone application, a new term, Contact Person is being introduced. The Contact Person is the person on the phone completing the application.

There will be three launches within N-FOCUS for the EA Phone Application:

- Main Menu
- Review/Recertification List
- Person detail

The application itself is the e-application. The approaches to the application are slightly different depending on the way the Phone Application is launched. Those differences will be explained below.

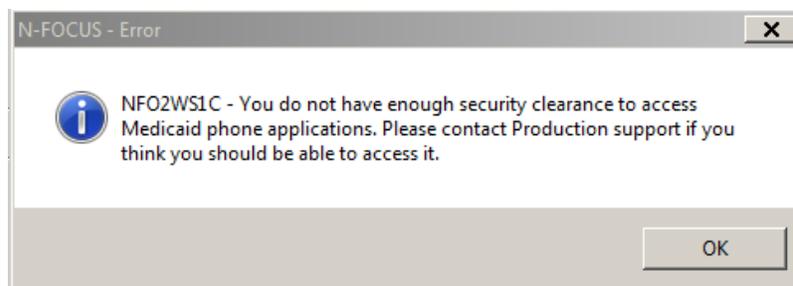
There are a few things to consider before launching the phone application:

- **Is the contact person an existing ARP?**
  - If yes, launch from Review/Recertification List or Person Detail
  - If no, launch from the Phone Application icon on the Main Menu
- **Is the contact person applying for themselves?**
  - If yes, launch from the Review/Recertification List or Person Detail window if they are known to N-FOCUS. If they are not known to N-FOCUS, use phone app icon on the Main Menu
  - If no, use the Review/Recertification applicant is known to N-FOCUS **and** if the person is listed as an Administrative Role for the person they are applying for. If they are not known to N-FOCUS or do not have an Administrative Role for the person they are applying for, use phone app icon on the Main Menu.

The following Economic Assistance functions will have security to the EA Phone Applications:

- Change Management
- Interviewing/Processing
- Lead Specific
- Processing
- Supervisor Review

**Note:** Icons will not be enabled if security does not allow. Or if trying to enter a division that is not permissible the following message will display.



## Search N-FOCUS for the Contact Person

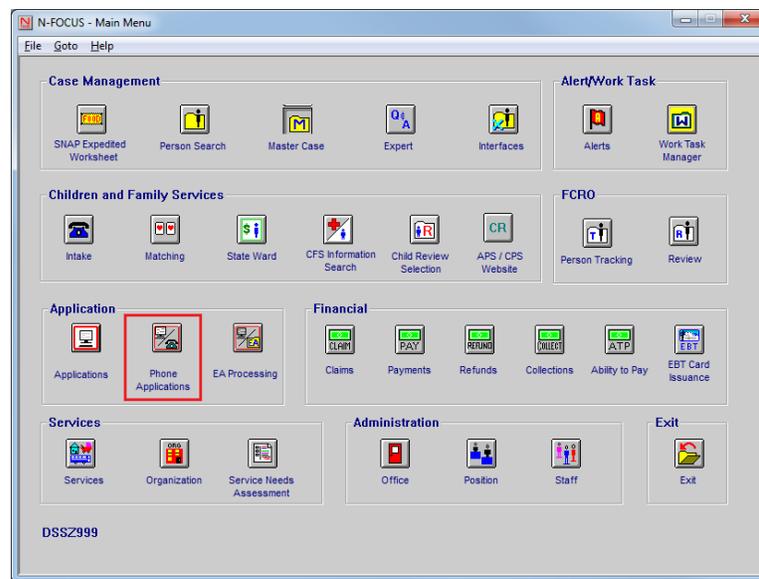
If the contact person is not an existing ARP, the only launch for EA Phone Application is from the Phone Application Icon on the Main Menu. This launch will always be enabled for the security group groups listed above.

The phone app icon could be used for an existing ARP, however the application will not have any prefilled information (i.e. address and financial information).

## Launching Phone Application from the Main Menu

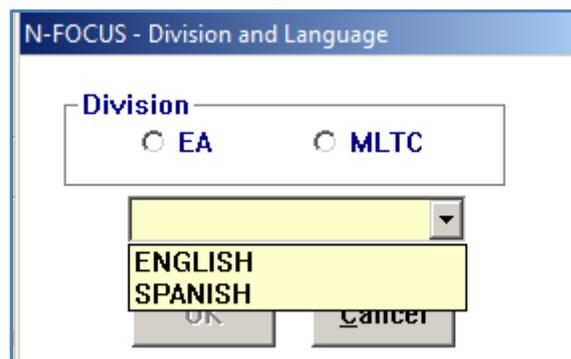
To launch the Phone Application from the Main menu, follow these steps:

1. Select the Phone Application from the Main Menu.



The Division and Language window will display.

2. Select either EA or MLTC
3. Select the appropriate language from the drop down; English or Spanish.
4. Click the OK button.



An informational page will display. This page indicates you have transitioned to the web application.

Official Nebraska Government Website

ACCESS Nebraska

Application

Department of Health & Human Services  
DHHS  
NEBRASKA

03/14/2016

**IMPORTANT INFORMATION BEFORE COMPLETING YOUR APPLICATION**

- You can complete an application, review or recertification with only your name, address and signature. However, if you provide more information, it will help us determine your eligibility more quickly.
- Your application is dated the day you submit your application using the electronic signature or the next business day if

The following page will collect contact and applicant information. Information entered here will prefill to the application. If the contact person is not applying for themselves, applicant information is also collected.

Official Nebraska Government Website

ACCESS Nebraska

Application

Department of Health & Human Services  
DHHS  
NEBRASKA

01/06/2016 [Help](#)

**Contact Person**

Please provide the contact's information.

First Name Middle Name Last Name Extension  
Date of Birth Phone Number  
Example: mm-dd-yyyy Example: (999)999-9999

Is the contact person also the applicant?  Yes  No

**EXIT** **CONTINUE**

Economic Assistance  
Toll Free: (800)383-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178

Refer to the following page to see the Application window.

Official Nebraska Government Website

ACCESS Nebraska

Application

Department of Health & Human Services  
DHHS NEBRASKA

01/06/2016 Help

**Contact Person**

Please provide the contact's information.

First Name: Eli Middle Name: Last Name: Manning Extension: << select >>

Date of Birth: 01-01-1980 Phone Number: Example: (999)999-9999

Example: mm-dd-yyyy Example: (999)999-9999

Is the contact person also the applicant?  Yes  No

**Applicant**

Please provide the applicant's information.

First Name: Payton Middle Name: Last Name: Manning Extension: << select >>

Date of Birth: 01-01-1970 Last 4 Digits of the Social Security Number: 2222

Example: mm-dd-yyyy

EXIT CONTINUE

Economic Assistance  
Toll Free: (800)393-4276  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178

**Note:** Contact and applicant information is collected early in the phone app process however it isn't saved until the applicant's address is entered on the application itself and continue is selected on that page. Any time after the address page has been saved, the application will be in draft status. This is true on all launch locations.

## Launching Phone Application from the Review/Recertification List

When launching the Phone Application from the Review/Recertification window the tracking list window will be specific to the programs/ARPs listed on the Review/Recertification List window. To launch the Phone Application from the Review/Recertification List window, follow these steps:

1. Select the EA Phone Application icon.

A list of people associated to the programs listed on this page will appear. In this example, Sandy Sue is the case rep

N-FOCUS - Review/Recertification List

File Actions Detail Goto Help

Master Case ID 480 Name TONY JONES UPDATE

Program Case(s)	Case Name	Program	St	Review Due	Application Due	Review App Rcvd Dt	Proc
JONES	BOB	AABD/PMT	AC	12-31-2015			31
JONES	TONY	AABD/PMT	AC	12-31-2015			70
JONES	BOB	SSAD	AC	01-31-2017			20
JONES	TONY	SSAD	CL	11-30-2016			25

Case Name Program Review Due Program ID Update Review Due Update Received Date

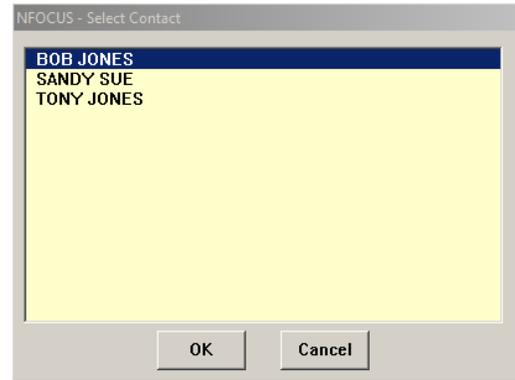
SNAP Program Case(s)

Case Name	Program	Program ID	Certification Period

Document SNAP Desk Review

for Bob Jones's AABD/PMT case. The pop-up box will list Bob and Tony Jones as program case names and also Sandy Sue because she is a case representative on a program listed.

**Note:** The people listed in the Select Contact window will be people with Administrative Roles to the programs listed on the Review/Recertification List window. Administrative roles are program case name, case representative and case payee.



Programs that are due for review for the applicant will prefill based on the Administrative Roles and contact/applicant configuration of the phone application. Additional programs may also be selected once application begins.

Prior to this release, the SNAP program did not display on the Review/Recertification List window after the certification end date. This has been changed to display SNAP program 30 days after the certification end date if the SNAP program closes due to certification end. This will allow for SNAP program admin roles to also be included in the selection box from this window for late recertification.

**Note:** A new Phone Application Icon has been added for Economic Assistance. This icon will always be enabled and when selected Language will only need to be selected. The MLTC Phone Icon functionality has not changed.

2. Select the person who is the contact person (the person to whom you are speaking to on the phone).
3. Click OK.

The Select Language pop up will display.



In this example, if Bob Jones is selected, his information will be forwarded as the contact person and his information will prefill the application. If he is not the applicant, applicant information must be entered.

An informational page will display. (Pages displayed on following page).

This page indicates you have transitioned to the web application.

Official Nebraska Government Website

ACCESS Nebraska

Application

Department of Health & Human Services  
DHHS NEBRASKA

03/14/2016 Help

**Contact Information**

Are you completing this application for BOB JONES ?  Yes  No

EXIT CONTINUE

Economic Assistance  
Toll Free: (800)383-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178

Official Nebraska Government Website

ACCESS Nebraska

Application

Department of Health & Human Services  
DHHS NEBRASKA

03/14/2016 Help

**Contact Information**

Are you completing this application for BOB JONES ?  Yes  No

**Applicant**

Please provide the applicant's information.

First Name Middle Name Last Name Extension  
Date of Birth Last 4 Digits of the Social Security Number  
Example: mm-dd-yyyy

EXIT CONTINUE

Economic Assistance  
Toll Free: (800)383-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

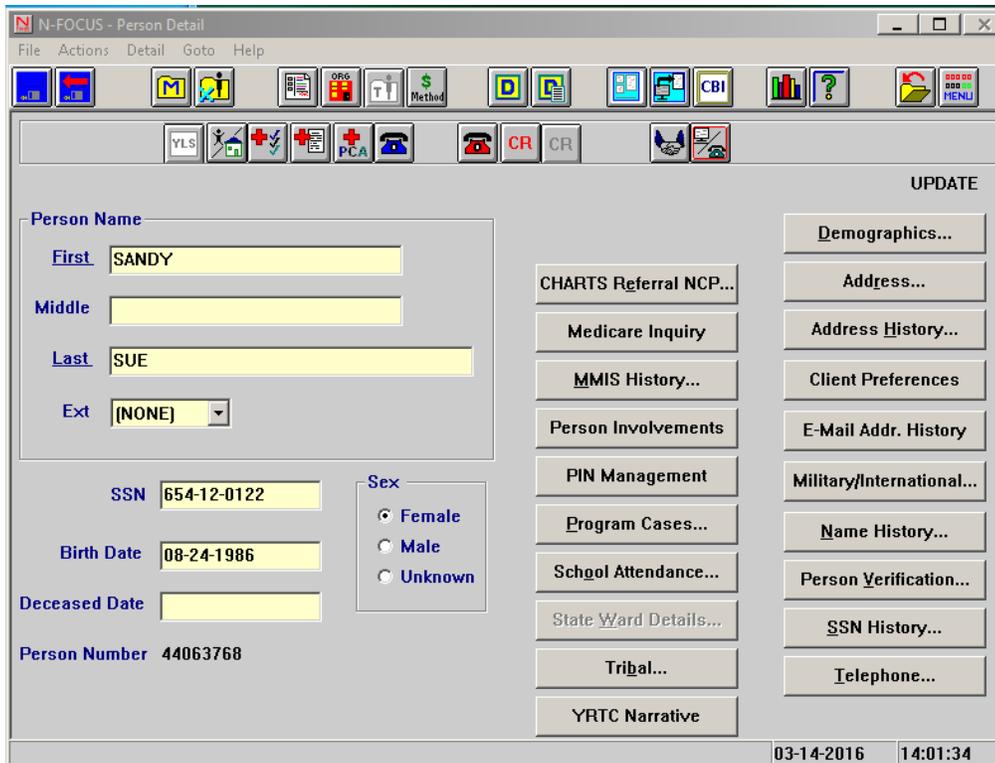
Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178

## Launching Phone Application from the Person Detail

When selecting the Phone Application icon from the Detail Person window, the person listed on the window is the contact person and their information will be forwarded to the Contact/Applicant window.

**Note:** This launch will always be enabled for the security group assigned. EA and MLTC will share this launch. The Division and Language will need to be selected as it was from the main menu launch.

Verify you are on the Person Detail window for the correct person. N-FOCUS data will prefill the Review/Recertification information as well as Administrative Roles will be reviewed if applying for another person.

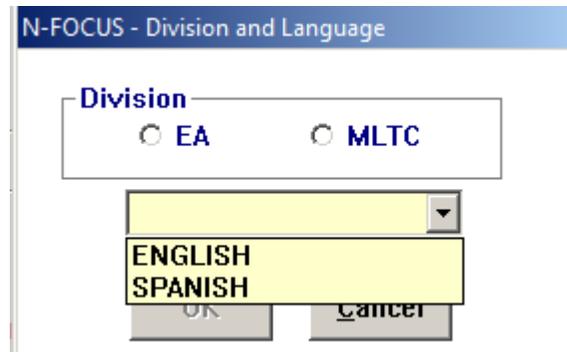


To launch the Phone Application from the Person Detail window, follow these steps:

1. Navigate to the Person Detail window.
2. Select the Phone Application Icon.

The Division and Language window will display.

3. Select the appropriate Division.
4. Select the appropriate Language.
5. Click OK.



An informational page will display. (Pages displayed on the following page).

This page indicates you have transitioned to the web application.

Official Nebraska Government Website

ACCESS Nebraska

Application

Department of Health & Human Services  
DHHS NEBRASKA

03/14/2016 [Help](#)

**Contact Information**

Are you completing this application for SANDY SUE ?  Yes  No

Economic Assistance  
Toll Free: (800)383-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178

Official Nebraska Government Website

ACCESS Nebraska

Application

Department of Health & Human Services  
DHHS NEBRASKA

03/14/2016 [Help](#)

**Contact Information**

Are you completing this application for SANDY SUE ?  Yes  No

**Applicant**

Please provide the applicant's information.

First Name  Middle Name  Last Name  Extension

Date of Birth  Last 4 Digits of the Social Security Number

Example: mm-dd-yyyy

Economic Assistance  
Toll Free: (800)383-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178

## Web Application Launch

### Information Page

The Information page is the first page in the web flow. This page will print with the application.

## Draft Applications

A search of the draft applications will be completed in all launches. If a match is made with the same contact person and applicant, the draft application list will display as pictured below with the following information; applicant, DOB, start date and contact.

Select from continuing the draft application listed or start a new application.

Official Nebraska Government Website

ACCESS Nebraska

Application

Department of Health & Human Services  
DHHS  
NEBRASKA

01/06/2016 Help

**Applications**

Start a New Application  
 Continue a Draft Application

Select one of the applications that have been started but not submitted.

**Draft Applications**

Applicant Information	Start Date	Contact Information
<input type="radio"/> Colin Kapernick 01/01/1990	01/01/2015	Anquan Boldin 01/01/1980

EXIT CONTINUE

Economic Assistance  
Toll Free: (800)383-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178

The applicant could have more than one draft application. They could have a draft for themselves and someone else could have started an app on their behalf. Contact person should be the person who telephonically signs the application.

Contact name and phone number will display on the draft application and PDF so that if a call is terminated, that information is available once the application is saved in draft status.

When continuing a draft application, it will open to the last saved place. Draft applications will delete after 30 days. If no draft application is found, a new application will open with the data entered from the contact/applicant window. If the contact person is not also the applicant, the applicant PIN status will be verified. If the applicant has a PIN is disabled, the application will be stopped. This will be explained in the Domestic Violence Protection section.

## Domestic Violence Protection

In order to protect persons of domestic violence, contact persons will not be allowed to complete a phone application for an applicant with a disabled PIN. Applicant information will be compared to the mainframe. If a match is found and PIN is disabled, a message “Applicant PIN Status error. Application cannot be completed by this contact person.” will display notifying the worker that the applicant’s PIN status doesn’t allow for application to continue. The application will need to be exited.

## Application

Phone application questions will be tailored based on program selection as it does in e-application. Once the application is completed, a summary page will present. There will be a link to view the application information in a PDF format prior to submit.

Rights and responsibilities are also linked. Check the box that the Rights and Responsibilities have been reviewed to continue from the page. Rights and Responsibilities will print with the application as they do today with the e-application. Those windows are below and are the same for all phone application launch sites.

Official Nebraska Government Website

ACCESS Nebraska

Application

Department of Health & Human Services  
DHHS  
NEBRASKA

01/06/2016

### Application Submission Section

- Program Selection
- Household Members
- Household
- Law Violations/Program Disqualifications
- Resources
- Income
- Expenses
- Application Submission**

If the programs you are applying for require an interview, the interview will be held over the telephone. If you would like to request an in-person interview, enter the reason you are making this request. TTDY service is available by calling (402)471-7256.

What county does the applicant live in?  
<< select >> v

For statistical purposes tell us where you are completing this application.  
<< select >> v

**These are the programs you have selected:**

- Assistance to the Aged, Blind, or Disabled Payment (AABD/PMT)
- Aid to Dependent Children (ADC)
- Refugee Resettlement Program (RRP)
- Child Care

If you want to add any additional programs before submitting this application go the Program Selection page. Adding a new program may take you through some additional questions that hadn't previously been asked. Review the summary in each section to change the answer to any question. If you would like to apply for an additional program after the application is submitted, you will need to complete a new application.

**You must review your application and the Rights and Responsibilities to continue.**

[Application Summary](#)  
[Rights and Responsibilities](#)

Yes, I have reviewed the Rights and Responsibilities.

**EXIT** **CONTINUE**

Economic Assistance  
Toll Free: (800)393-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178

### Who is completing the application?

- I am the applicant
- I am a Guardian/Conservator for the applicant
- I am a Power of Attorney for the applicant
- I am the Authorized Representative for the applicant's Supplemental Nutrition Assistance Program (SNAP - formerly known as the Food Stamp Program)
- I am a person authorized to act on behalf of the applicant
- I am a relative to the applicant
- Contracted Medicaid Provider

Sign by typing your name below (this is your electronic signature).

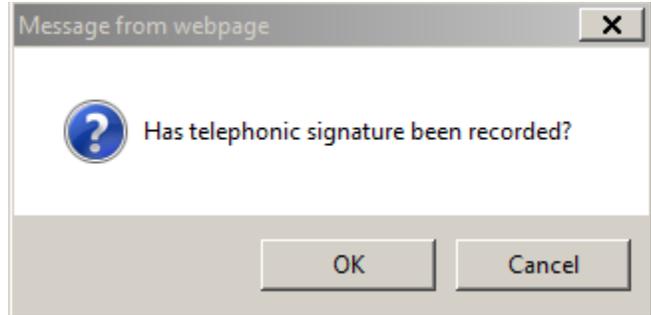
Contracted Medicaid Provider Name

To receive an e-mail confirmation, enter your e-mail address below.

**Submit**

**EXIT** **BACK**

When submit is selected a message “Has telephonic signature been recorded?” will display. If “OK” is selected the application will submit. “Cancel” will close the window and return back to the application submit page.



### *Telephonic Signature*

IVR phone applications will be recording so the worker who is working the application will have their ID saved on the application at the time application is submitted.

If the call must be transferred for the telephonic signature to be recorded, the worker who completed the application should remain on the line until the recording is completed and submit the application.

### *PDF Changes*

Draft application and the PDF will display the contact person even if the applicant is the same person. The PDF will also display the last worker logon ID, date and start time prior to application submit, as well as date and time the application was submitted.

<i>ACCESSNebraska Application</i>	
Nebraska Department of Health and Human Services	
Confirmation Number: 1078839	
<b>Contact Information</b>	
Contact Name	SANDY SUE
Contact Phone	
<b>EA Phone Application (for internal use only)</b>	
Submit	
DSSZ716	03-14-2016 / 2:20 PM
Acct. Used	Start Date/Time
DSSZ716	03-14-2016 / 2:16 PM
<b>Application Information</b>	
Applicant Name	SANDY SUE - 08/24/1986
Application Received Date	03/14/2016
Request Date	03/14/2016
Submit Date	03/14/2016
County	
Do you need us to provide you with an interpreter? If other, which language?	
Head of Household	Not Answered
Do you have an EBT card for SNAP?	Not Answered
Priority Reason	<b>Expedited SNAP</b>
Household Member(s) Requesting Assistance	SANDY SUE - 08/24/1986
Household Member(s) not Requesting Assistance	
Household Member(s) Eating Meals with Applicant	

## Pend and Tie

---

EA Phone Applications that are for Review/Recertification will auto pend and tied with the same rules applied to e-applications with Review/Recertification today.

Expert system tie process for EA Phone Application will follow the exact same process as the e-application including the generating of alert #331. "Economic Assistance Phone" is added in the application type selection and the client phone application confirmation number will be entered for the search.

Tie Application

Application Type: Economic Assistance Phone

App Rec'd Date:

App Number: 1000160

Program Case Assistance Code:

Paper Application Form Type:

Reason: Initial

Applicant Name:

DUCKY	DONAL
DUCKY	MARYMARY
DUCKY SMITH	GERRI
PETERS	JAMIE
PETERS	JAMIE
DUCKY SMITH	JANIE

OK Cancel Help

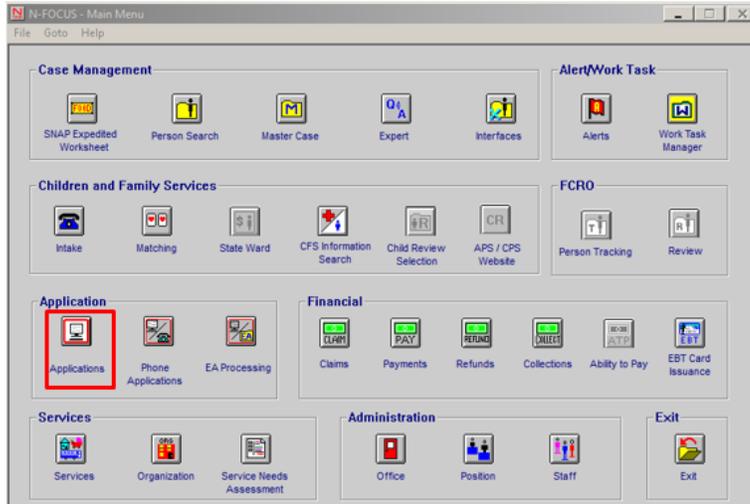
## Application Search Window (New):

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Application upload happens every 15 minutes. Review/Recertification applications that qualify for auto tie will and be placed in EA processing queue in registered status.

The phone applications not auto tied will bi-pass the "next application" button the remainder of business day of submitted status. This allows the worker who submits the application an opportunity to collect the application and process the work. The next business day, the application will fall back to application management queue if still in submit status.

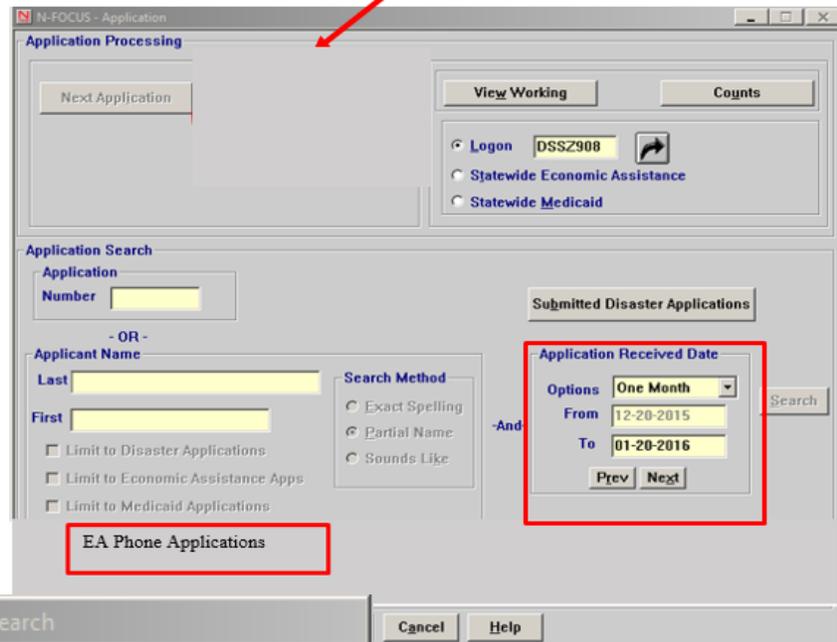
If application is received through the "next application" case will follow the same process of pend and tie and fall into EA processing queue if in change management or be assigned if in assigned mode. To remove the application from an EA processing queue the case will need to be assigned to a case worker.



A new search button “EA Phone Applications” will be added to application management window that will contain all phone applications ever submitted by the worker ID. The EA Phone Applications button will respond to the date search on this page.

Won't render EA Phone Apps Submitted on Current Date

Once selected, the following dialog box will open for the user to select OK or Cancel. Their user ID will prefill.



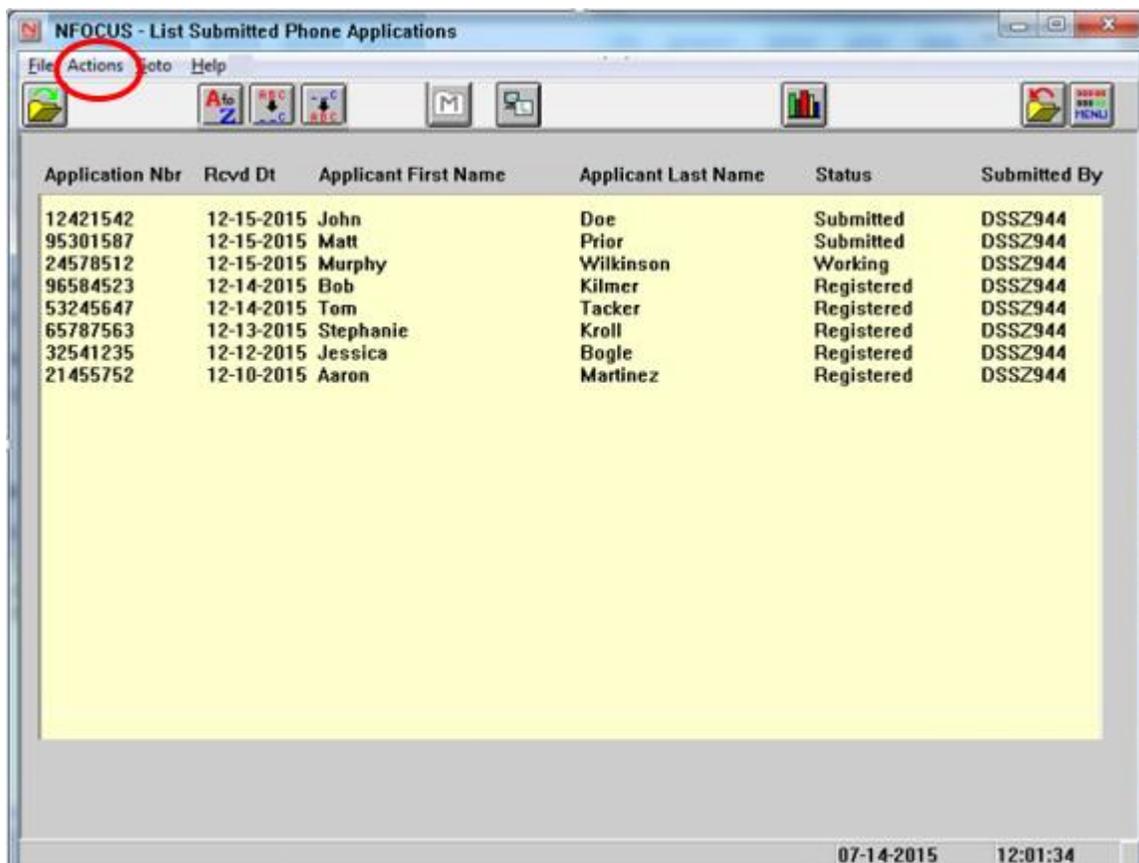
### List Submitted Phone Applications Window

The List Submitted Phone Applications window will list all the phone applications submitted by that worker ID within the date range of the search. The newest will display at the top and status of the applications will also be displayed. Additional sort options will be available.

No matter where the application goes or status, the new Submitted Phone Application List will continue to display the applications submitted by the selected logon ID. From this window the case may be assigned to the worker, application registered, etc.

Under “Actions”, the application status can be changed to “Working” status. This is to help alleviate any duplication of work rendering from the get next application from the application management queue if the phone application is not registered by the worker who completed the application the same business day the application is submitted. Status may be updated by the worker who’s ID it belongs. For example logon ID DSSZ908 and update their list but not DSSZ777.

Select the application, go to “Actions” and from the drop down select “Change Status”. Once the application is tied the status will change to registered status.



Application Nbr	Rcvd Dt	Applicant First Name	Applicant Last Name	Status	Submitted By
12421542	12-15-2015	John	Doe	Submitted	DSSZ944
95301587	12-15-2015	Matt	Prior	Submitted	DSSZ944
24578512	12-15-2015	Murphy	Wilkinson	Working	DSSZ944
96584523	12-14-2015	Bob	Kilmer	Registered	DSSZ944
53245647	12-14-2015	Tom	Tacker	Registered	DSSZ944
65787563	12-13-2015	Stephanie	Kroll	Registered	DSSZ944
32541235	12-12-2015	Jessica	Bogle	Registered	DSSZ944
21455752	12-10-2015	Aaron	Martinez	Registered	DSSZ944

## *Child Care Resource Declaration*

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The Child Care program will be adding a resource declaration as part of eligibility. This declaration is *“In order to receive Child Care Assistance, I certify that the total of my family’s assests is valued less than \$1,000,000.”*

The statement will be listed in the Household Section under Child Care with Immunization declaration statement. The PDF will display similarly.

## Email Address and Text Notification/Client Preferences (New)

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With this release clients may now request to receive Email Notification of the Correspondence and Notices that display in their accounts in the ACCESSNebraska web site and Text messaging from DHHS.

Previously, clients could only request for Email notification from the ACCESSNebraska web site. Now they will also be able to request it and Text Notification on their application forms and workers may added in in N-FOCUS.

Also, previously, clients could opt for both Email Notification of Correspondence and USPS Mail delivery of Correspondence. As of this release those who have that option will keep it but any new requests will need to be made for either E-mail notification or USPS Mail not both.

Clients may also request to receive text messages from DHHS although the complete text messaging process is under development at this time.

## Client Preferences -- Email and Text Notification

---

With this release clients may now request to receive Email Notification of the Correspondence and Notices that display in both N-FOCUS for workers to add and ACCESSNebraska web site. Clients may also request to receive text messages from DHHS although the complete text messaging process is under development at this time.

All Application forms for programs AABD payment, ADC, Child Care, LIHEAP, SSAD and SSCF, MEDICAID and 599 CHIP including Review/Recertification/Renewal and Web applications, will contain the following language for clients to request email and/or text notification:

### **Email**

- By checking ‘this box’, I elect to receive notification of my written notices and other correspondence regarding my benefits from DHHS through the *following (above)* email address. These benefits include; Medicaid, CHIP, SNAP, ADC, LIHEAP, CC Subsidy, AABD payment and SSAD. I will no longer receive information through the mail. I understand I will receive an email notification of the correspondence, which will provide a link to the DHHS ACCESSNebraska website where I can access the correspondence. I understand that I must create an authenticated account on the ACCESSNebraska website in order to view my correspondence in Benefit Inquiry.

## Text Notification

- By checking *'this box'*, I agree to receive text messages on the *following (above)* cell phone number from DHHS regarding my benefits. These benefits include: Medicaid, CHIP, SNAP, ADC, LIHEAP, CC Subsidy, AABD payment and SSAD. I agree to contact DHHS if my cell phone number changes or if this number is no longer in my possession. I understand that I can opt out of this in the future by contacting DHHS.

**Note:** Text messaging is currently under development and is targeted to be available in the near future.

**Note:** When E-Mail Notification has been selected the types of Correspondence that appear in Benefit Inquiry in ACCESSNebraska will no longer be sent via USPS Mail. Clients will receive an email message when any new correspondence is posted in Benefit Inquiry.

These types of Correspondence are:

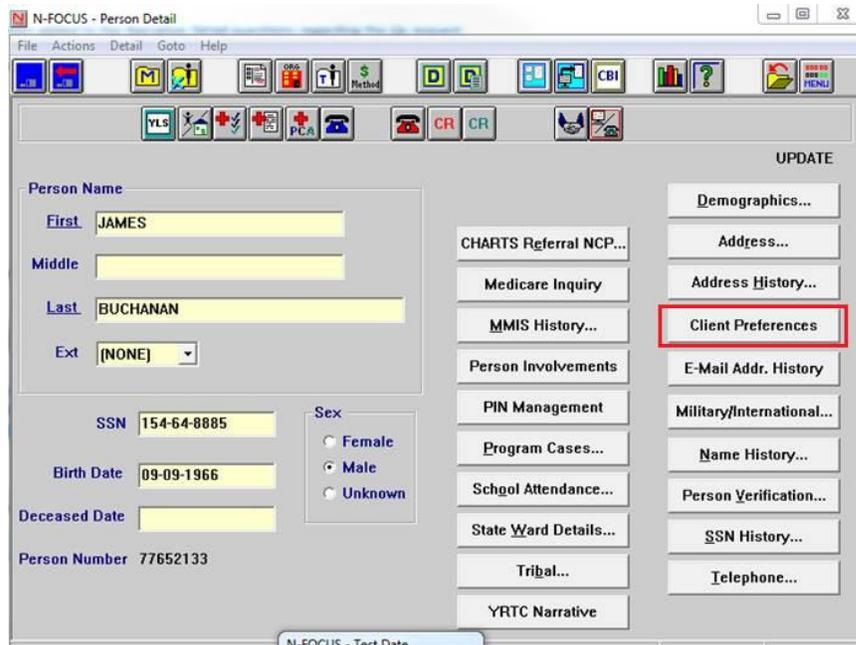
- Expert System Notices
- Verification Request Forms
- Interview Appointment Letters
- ADC 6 Month Earned Income Review Forms
- LIHEAP Supplemental Approval
- LIHEAP Overpayment Notification
- LIHEAP Other Assistance Denial
- Notice Template Notices
- Quarterly Report Forms
- Review/Recert Pre-Populated Applications
- Client Copy of Service Authorizations.

### **Expert System SNAP Intentional Program Violation sanction notices will continue to be sent USPS Mail.**

Once the Email Notification preference has been selected a paper 'Electronic Notification of Correspondence' will be mailed to the client indicating that they have elected to receive Electronic Notification at their listed email address. The letter indicates where to view the correspondence on the ACCESSNebraska web site. It indicates that they may change their preference back to USPS Mail by contacting DHHS at 1-800-383-4278 or by requesting to do so in MY Preferences on the ACCESSNebraska web site. Clients must have an active ACCESSNebraska account to begin the email notification process. The steps for activating an account are listed on the reverse of the 'Electronic Notification of Correspondence' letter.

Once the client has requested to receive Email or Text notifications the worker can add the preference in N-FOCUS do the following steps:

- Navigate to the Person Detail window.



- From the Person Detail window select the 'Client Preferences' button.

The Client Preferences window displays.

If the client has a **Primary Email Address** existing in N-FOCUS it will display in both Client Preferences and on the Email address window. If they have a Primary Cellular Telephone number it will display both on the Client Preferences window and the Telephone window. The Primary Email address and Primary Cell Phone numbers are the only ones used for Email and Text Messaging notification. Any update to the Primary Email address or Primary cell phone will display on the WEB in My Preferences, in N-FOCUS on the address or telephone window and on the Client Preferences window.

## Email Notification Request

In the following example, James has an existing Cellular phone number but no E-mail address in N-FOCUS.

N-FOCUS - Client Preferences

UPDATE

Name JAMES BUCHANAN Person Number 77652133

Preferences

E-Mail

Cellular [303]222-3232

End Preference

Change Preferences

E-Mail Notification Only

USPS Mail - OR -

and

Text Notification

Notification Preferences History E-Mail History Text Notification History

Save/Submit Cancel Help

James has indicated he would like to receive both Email notification of Correspondence and Text Messages.

N-FOCUS - Client Preferences

UPDATE

Name JAMES BUCHANAN Person Number 77652133

Preferences

EMAIL NOTIFICATION

E-Mail

Cellular [303]222-3232

End Preference

Change Preferences

E-Mail Notification Only

USPS Mail - OR -

and

Text Notification

Notification Preferences History E-Mail History Text Notification History

Save/Submit Cancel Help

- To add the E-Mail Notification preference select the E-Mail Notification Only button.
  - Email Notification displays in the Preferences box.

The screenshot shows the 'N-FOCUS - Client Preferences' window for James Buchanan. The 'EMAIL NOTIFICATION' option is highlighted in blue and has a red box around it. The 'E-Mail' field contains 'BUCHANAN1@GMAIL.COM' and the 'Cellular' field contains '(303)222-3232'. Below the preference list, the 'Change Preferences' section has 'E-Mail Notification Only' selected with a radio button. There are buttons for 'End Preference', 'Notification Preferences History', 'E-Mail History', 'Text Notification History', 'Save/Submit', 'Cancel', and 'Help'.

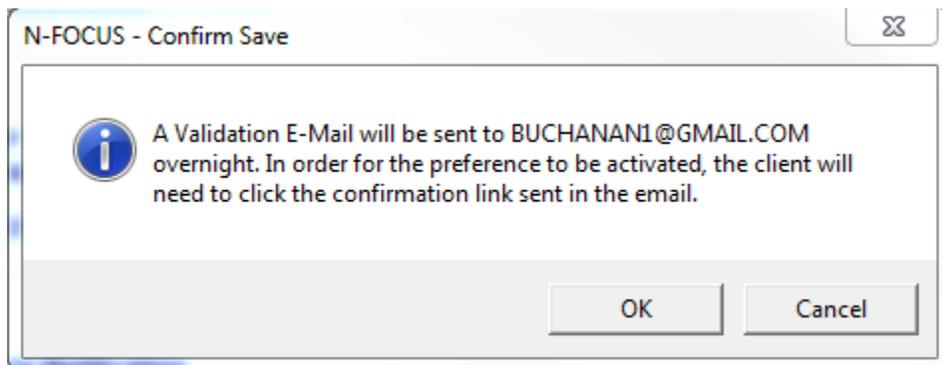
- To Add or update the Email Address select (highlight) the Preference in the box and the E-Mail box will enable.
- Enter the email address

James also wants Text Notification. Select the Text Notification box. Text Notification moves to the Client Preferences box.

The screenshot shows the 'N-FOCUS - Client Preferences' window for James Buchanan. The 'TEXT NOTIFICATION' option is highlighted in blue and has a red box around it. A red arrow points from the 'TEXT NOTIFICATION' box to the 'Text Notification' checkbox in the 'Change Preferences' section, which is now checked. The 'E-Mail' field contains 'BUCHANAN1@GMAIL.COM' and the 'Cellular' field contains '(303)222-3232'. There are buttons for 'End Preference', 'Notification Preferences History', 'E-Mail History', 'Text Notification History', 'Save/Submit', 'Cancel', and 'Help'.

- When Text Notification is selected the Cellular box is enabled and the Text Notification option moves to the Preferences box..
- Select (highlight) the Text Notification in the Preferences box.
- Enter or update the Cellular phone number.
- Select Save/Submit

The following pop-up message indicates that a Validation Email will be sent to the client's email address.



Note: Clients may request the following:

- Email and Text Notification
- USPS Mail and Text Notification
- Email Notification only
- USPS Mail notification only
- Text Messaging must accompany either Email or USPS notification.

#### *Confirmation Email*

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- The client will need to click the confirmation link in the email to activate the preference.
- Once the validation is received the paper 'Electronic Notification of Correspondence' will be mailed to the client.
- The final step for the client to receive email notification is for the client to create an ACCESSNebraska account.
- History of Preferences, Email and Text Notification can be viewed by selecting the buttons on the Client Preference window.

Clients may also request and update these preferences on the ACCESSNebraska website by selecting the My Preferences area after they have created an Account. Refer to the ACCESSNebraska section of this document for further details.

## Checking for Email Validation on N-FOCUS

To make sure a client has validated their email address to begin this process look in Client Preferences and select the Email History button.

The screenshot shows the 'N-FOCUS - Client Preferences' window. At the top right, there is an 'UPDATE' button. The client's name is 'SARABLUE J ABDUNAME' and the person number is '71692669'. Under the 'Preferences' section, there are two tabs: 'EMAIL NOTIFICATION' and 'TEXT NOTIFICATION'. The 'EMAIL NOTIFICATION' tab is active, showing an 'E-Mail' field with the address 'SANDY.ANDERSON@NEBRASKA.GOV' and a 'Cellular' field with the number '(408)841-2492'. Below these fields is an 'End Preference' button. A 'Change Preferences' section contains two radio buttons: 'E-Mail Notification Only' (which is selected) and 'USPS Mail - OR -'. Below this is the word 'and' followed by an unchecked 'Text Notification' checkbox. At the bottom of the preferences section are three buttons: 'Notification Preferences History', 'E-Mail History' (which is highlighted with a dotted border), and 'Text Notification History'. At the very bottom of the window are 'Save/Submit', 'Cancel', and 'Help' buttons. A small status box at the bottom right of the window displays 'N-FOCUS - Test Date' and '05-17-2016'.

Here you can see the current and past email addresses used. This window also displays the source of the address, either Worker entry or My Preferences WEB meaning the client entered on the WEB

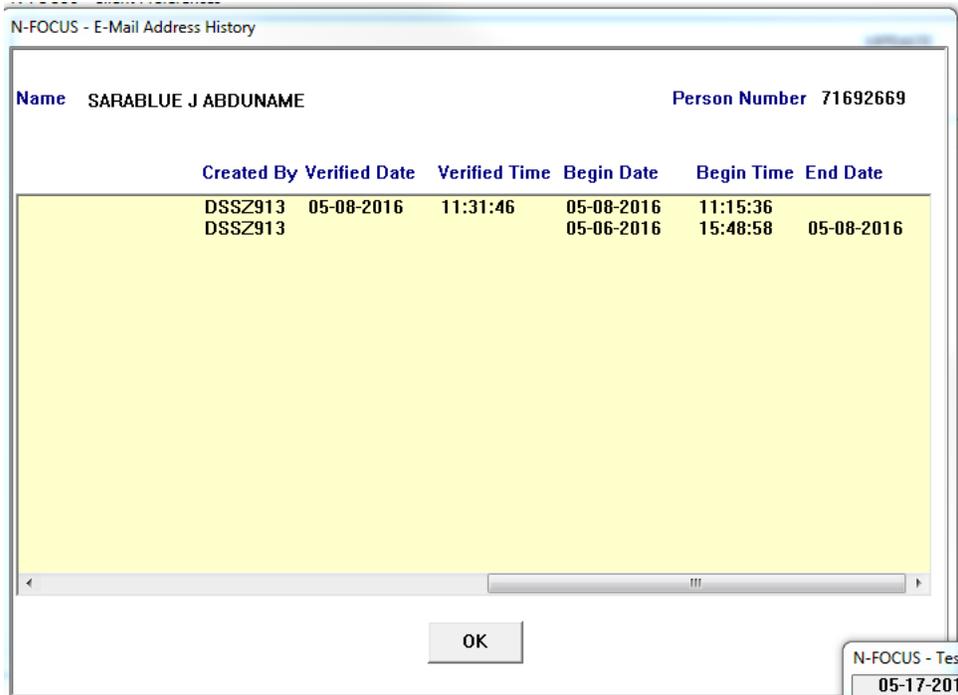
The screenshot shows the 'N-FOCUS - E-Mail Address History' window. It displays the same client information as the previous window: 'Name SARABLUE J ABDUNAME' and 'Person Number 71692669'. Below this is a table with three columns: 'E-Mail', 'Type', and 'Source'. The table contains two rows of data:

E-Mail	Type	Source
SANDY.ANDERSON@NEBRASKA.GOV	Primary	WORKER
PAUL.CHAPMAN@NEBRASKA.GOV	Primary	WORKER

At the bottom of the window is an 'OK' button.

Scroll over and you can see the dates the addresses were created and the date the address was verified.

In this instance the most recent email address was verified on 05/08/2016.



The screenshot shows a window titled "N-FOCUS - E-Mail Address History". At the top, it displays "Name SARABLU J ABDUNAME" and "Person Number 71692669". Below this is a table with the following columns: "Created By", "Verified Date", "Verified Time", "Begin Date", "Begin Time", and "End Date". The table contains two rows of data:

Created By	Verified Date	Verified Time	Begin Date	Begin Time	End Date
DSSZ913	05-08-2016	11:31:46	05-08-2016	11:15:36	
DSSZ913			05-06-2016	15:48:58	05-08-2016

At the bottom of the window, there is an "OK" button and a status bar showing "N-FOCUS - Tes" and "05-17-201".

Email address verification email received by clients after they have requested to receive email notification.

Clients need to click Confirm Email to validate the address. Clicking on Confirm Email will take them to the My Preferences Security Validation window.

### Case Registration (New)

Email address may now be added from the Address window.

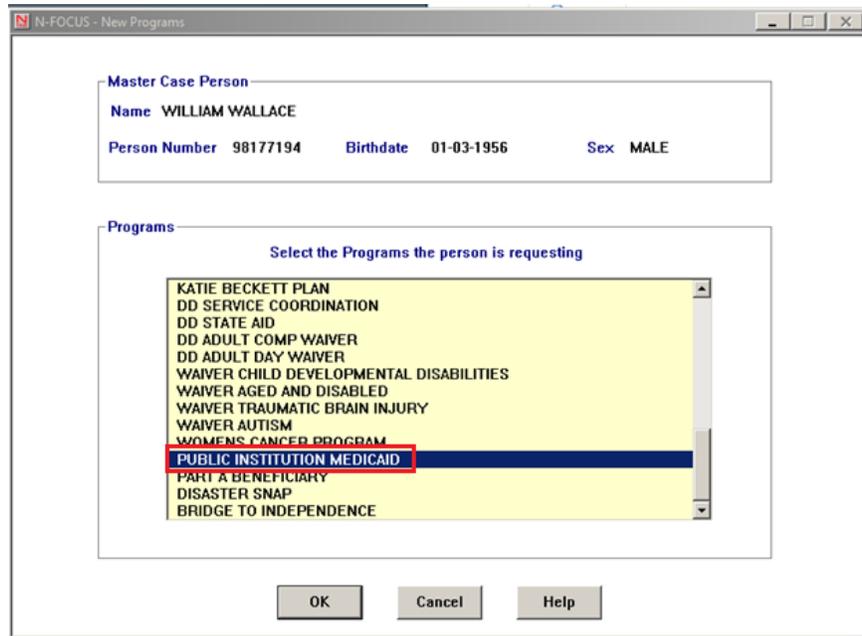
Email address history may now be viewed on the Person Detail window and may be updated in Client Preferences and by the client in MY Preferences on the WEB.

### MLTC - Renewal Delay Reason (Fix)

The Renewal Delay Reasons will not pop up if the worker answers no to the question 'Is the change in Review Date due to a Renewal?'

## Program Case Names Added (Change)

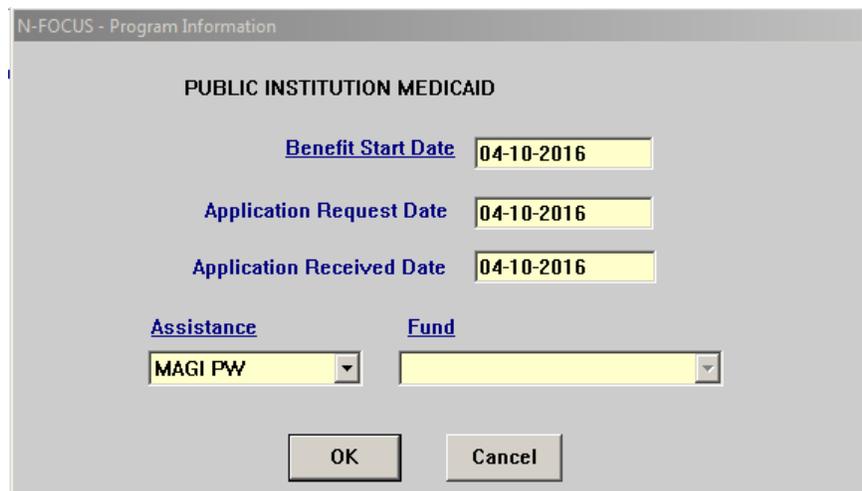
In support of the Suspended Medicaid workaround, new categories have been added to the assistance drop-down on the Public Institution Medicaid Program Information Window.



The screenshot shows the 'N-FOCUS - New Programs' window. Under 'Master Case Person', the Name is WILLIAM WALLACE, Person Number is 98177194, Birthdate is 01-03-1956, and Sex is MALE. The 'Programs' section is titled 'Select the Programs the person is requesting' and contains a list of program options. 'PUBLIC INSTITUTION MEDICAID' is highlighted with a red box. Other options include KATIE BECKETT PLAN, DD SERVICE COORDINATION, DD STATE AID, DD ADULT COMP WAIVER, DD ADULT DAY WAIVER, WAIVER CHILD DEVELOPMENTAL DISABILITIES, WAIVER AGED AND DISABLED, WAIVER TRAUMATIC BRAIN INJURY, WAIVER AUTISM, WOMENS CANCER PROGRAM, PART A BENEFICIARY, DISASTER SNAP, and BRIDGE TO INDEPENDENCE. Buttons for OK, Cancel, and Help are at the bottom.

The additional Assistance choices are:

- Former Foster Care
- Pregnant Women
- MAGI P/CR
- Magi Child



The screenshot shows the 'N-FOCUS - Program Information' window for 'PUBLIC INSTITUTION MEDICAID'. It displays the following information: Benefit Start Date (04-10-2016), Application Request Date (04-10-2016), and Application Received Date (04-10-2016). Under 'Assistance', the dropdown menu is set to 'MAGI PW'. There is an empty dropdown for 'Fund'. Buttons for OK and Cancel are at the bottom.

## Program Case Assignment (Change)

When using the Assignment Icon on the Detail Master Case window to multi-select program cases to assign, Closed and Denied Program Cases will be included in the selection list.

## Renewal Notice of Action (Tip)

If a customer returns the Renewal Notice of Action with a signature, it should be treated as a change report. Follow the change report process in the Change Management Guide.

## NOTICE OF ACTION

### Medicaid

A renewal of eligibility for Nebraska Medicaid Programs has been completed. You remain eligible for medical assistance. Since you are residing in an assisted living waiver facility, you must obligate \$(amount) to this facility each month for your care. This amount is in addition to your monthly room and board payment.

<u>Individual</u>	<u>Status</u>	<u>Medicaid Number</u>
Nick Dunne	Eligible	01685003601

Renewals are completed using either electronic data sources, existing information in the case record or new information you provided during the renewal process. You are required to inform the Department if any of the information used to renew your eligibility is inaccurate. To do so, please sign and return this notice along with verification of any changes. If all information is current and accurate, you are not required to sign and return this notice.

|  
\_\_\_\_\_  
\*Signature

\_\_\_\_\_  
Date

### Mode (Tip)

When an active Medicaid case is assigned, all closed/denied Medicaid cases should also be assigned in order for the MLTC master case mode to be assigned. This allows alerts to be directed only to the assigned caseworker and not create work tasks for the universal queue.

## Interface

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### Interface from NCJIS for MLTC (New)

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To support the Suspended Medicaid process, an inbound Interface from the Nebraska Criminal Justice Information System (NCJIS) has been developed to obtain admission and release information for incarcerated individuals in Nebraska, from state correctional facilities, county jails and detention centers. Suspended Medicaid cases are assigned. For more information about Suspended Medicaid, refer to the Suspending Medicaid for Incarcerated Individuals guide on the Medicaid Eligibility Staff Process and Procedure web page.

N-FOCUS will perform a cross-match with the data received from NCJIS to find Medicaid participants who are active, pending or have been closed within the last 90 days. An initial alert will be created when an individual has been incarcerated for more than 30 days and needs to be evaluated for suspension or closure. If the case is in a Universal Mode, the corresponding Alerts Exist Work Task will be created. Subsequent alerts will be created notifying workers if the individual transfers to a different facility, is released, has died, etc. and should have Medicaid eligibility reassessed.

### Alerts

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The following alerts will be generated depending on the circumstances described below:

#### *MLTC- Alert #0521- Incarcerated- 30 Days (New)*

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This new alert is the initial notification that an active, pending or closed (within the last 90 days) Medicaid participant has been incarcerated for more than 30 days. If the program case is in a Universal Mode, the corresponding Alerts Exist Work Task will also be generated.

#### **Alert Text:**

NAME of CLIENT has been incarcerated for 30 days at NAME OF CORRECTIONAL FACILITY/JAIL, evaluate Medicaid participant for suspension status.

Upon receipt of this Alert, assign the active Medicaid case to the Medicaid Suspension position number #2673013. If the case is in a Universal Mode and the Alerts Exist Work Task was generated, clear the work task and narrate actions. Leave the Alert open for the Medicaid Suspension workers to review.

Medicaid Suspension workers: Assess the individual for continued Medicaid eligibility and suspension status per the current Suspending Medicaid for Incarcerated Individuals guide found on the Medicaid Eligibility Staff Process and Procedure web page.

#### *MLTC- Alert #0522- Inmate- Case Closure (New)*

---

This is a new alert for Medicaid Suspension workers indicating that an individual in suspended status (pending status in a Medicaid Public Institution (PI) case) has died, escaped, or transferred to another state. The specific release reason will be stated in the alert.

#### **Alert Text:**

NAME of CLIENT has been released from NAME OF CORRECTIONAL FACILITY/JAIL on MM/DD/YYYY due to (insert release reason- death, escape, or transfer to other state). Close NAME OF CLIENT Medicaid case.

This alert will only be created when the individual is in a suspended status (pending status in a Medicaid PI case). Because the case is assigned, a corresponding Alerts Exist Work Task will not be created. Medicaid PI cases cannot be placed into a Universal mode and the Medicaid Suspension process calls for keeping Suspended Medicaid individuals in single person master cases. Following this process is critical to ensure the master case does not end up with a Universal Mode.

Medicaid Suspension workers: Assess the individual for closure of Medicaid and suspension status using the reason outlined in the alert per the current Suspending Medicaid for Incarcerated Individuals guide on the Medicaid Eligibility Staff Process and Procedure web page.

#### *MLTC – Alert #0523-Incarceration-Releas (New)*

---

This is a new alert for the Suspension Medicaid workers indicating that an individual in suspended status (pending status in a Medicaid PI case), has been released from prison or jail.

##### **Alert Text:**

NAME OF CLIENT has been released from NAME OF CORRECTIONAL FACILITY/JAIL on MM/DD/YYYY. Review Medicaid eligibility.

This alert will only be created when the individual is in a suspended status (pending status in a Medicaid PI case). Because the case is assigned, a corresponding Alerts Exist Work Task will not be created. Medicaid PI cases cannot be placed into a Universal mode and the Suspended Medicaid process calls for keeping Suspended Medicaid individuals in single person master cases. Following this process is critical to ensure the master case does not end up with a Universal Mode.

Medicaid Suspension workers: Assess the individual for closure of suspension status and reopening Medicaid per the current Suspending Medicaid for Incarcerated Individuals guide on the Medicaid Eligibility Staff Process and Procedure web page.

#### *MLTC- Alert #0524- Transferred To Facilty (New)*

---

This is a new alert for the Medicaid Suspension workers indicating that the individual in a suspended status (pending status in a Medicaid PI case) has been transferred to another facility or community agency in Nebraska.

##### **Alert Text:**

NAME OF CLIENT was transferred on MM/DD/YYYY from NAME OF CORRECTIONAL FACILITY/JAIL to another Facility- NAME OF OTHER FACILITY/AGENCY. Review Med eligibility.

This alert will only be created when the individual is in a suspended status (pending status in a Medicaid PI case). Because the case is assigned, a corresponding Alerts Exist Work Task will not be created. Medicaid PI cases cannot be placed into a Universal mode and the Suspended Medicaid process calls for keeping Suspended Medicaid individuals in single person master cases. Following this process is critical to ensure the master case does not end up with a Universal Mode.

Medicaid Suspension workers: Update the address and assess eligibility for the individual, including whether the individual should remain in a suspended status (pending status in a Medicaid PI case) or if the Medicaid case should be reopened based on what correctional facility/jail or community agency the individual has been transferred to per the current Suspending Medicaid for Incarcerated Individuals guide on the Medicaid Eligibility Staff Process and Procedure web page.

### [Verify Current Income \(VCI\) \(Fix\)](#)

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The Pay Period Dates are now displaying in order from most recent to oldest. Previously, they were sometimes out of order.

### [Reading Most Current Tax Year \(Fix\)](#)

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Prior to this release, the most current tax year was not being read to determine permission. This has been fixed.

## **ACCESSNebraska**

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### [Client Preferences – Email and Text Notification \(New\)](#)

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With this release Economic Assistance and Medicaid clients may now request to receive Email Notification of the Correspondence and Notices that display in their accounts in the ACCESSNebraska web site.

Previously, Medicaid clients could opt for both Email Notification of Correspondence and USPS Mail delivery of Correspondence. As of this release those who have that option will keep it but any new requests will need to be made for either E-mail notification or USPS Mail.

Clients may also request to receive text messages from DHHS although the complete text messaging process is under development at this time.

## Adding and Updating Preferences

Clients may request and update Email and Texting Preferences on the ACCESSNebraska website by selecting the My Preferences area after they have created an Account.

The screenshot shows the ACCESSNebraska website interface. At the top, it says 'Official Nebraska Government Website' and 'ACCESSNebraska'. The date '03/17/2016' is displayed. A navigation menu on the right includes 'Other Useful Links' such as 'DHHS Programs', 'Community Services', 'Printable Forms', 'Community Partners', 'How to?/Tutorials', and 'Contact Us'. Below the navigation menu, there are several service tiles: 'Do I Qualify?', 'Economic Assistance Application', 'Healthcare/Medicaid Application', 'Submit Documents', 'Report Changes', 'Benefit Inquiry', 'Medicaid Renewal', and 'My Preferences'. The 'My Preferences' tile is highlighted with a red border. A 'Logout' button is visible at the bottom left.

The My Preferences window displays the current Delivery Options and Email address and Cell Phone Numbers known to and used by N-FOCUS.

The screenshot shows the 'My Preferences' page on the ACCESSNebraska website. The page displays the user's current delivery options: 'Current Delivery Option: EMAIL NOTIFICATION, TEXT NOTIFICATION'. It also shows the user's last known email address: 'Your last known Email address is: BUCHANAN1@GMAIL.COM'. A message states: 'You are currently not receiving Correspondence at this Email address because the Email address has not been verified.' The current text number is displayed as 'Correspondence is currently being Texted to: (303) 222-3232'. At the bottom, there are 'EXIT' and 'CONTINUE' buttons. The footer contains contact information for the DHHS ACCESSNebraska Customer Service Center, including toll-free and local phone numbers, and the operating hours: '8:00 AM to 5:00 PM Monday thru Friday'.

- The client can change delivery options and/or email address and cell phone number on this window.
- Any change in the delivery option made on the Web My Preferences site will be reflected in My Preferences on the WEB.
- Any change in Email address or Cell phone number will also be reflected in Client Preferences, the Telephone window and the Email Address window in N-FOCUS and the reverse is also true.

**Note:** Email addresses may now be added from N-FOCUS Address Window. Refer to the General Interest and Mainframe section for instruction.

The client can change delivery options and/or email address and cell phone number on this window.

Any change in Email address or Cell phone number will also be reflected in Client Preferences, the Telephone window and the Email Address window in N-FOCUS and the reverse is also true.

Official Nebraska Government Website

ACCESS Nebraska

*My Preferences*

Department of Health & Human Services  
DHHS NEBRASKA

03/17/2016 You have logged in as: SSwwbuchanan PIN: 20098532, Db: DSSADSA, Tier: STG Logout | Help

**Correspondence Delivery Options**

Select delivery option:

EMAIL NOTIFICATION

USPS MAIL

You are currently using BUCHANAN1@GMAIL.COM as your Email notification address.  
Do you want to change it?

Yes

No

Select delivery option:

TEXT NOTIFICATION

You are currently using (303) 222-3232 as your cell phone number to receive text messages.  
Do you want to change it?

Yes

No

EXIT Submit

Economic Assistance  
Toll Free: (800)383-4278  
Lincoln: (402)323-3900  
Omaha: (402)595-1258

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

Medicaid  
Toll Free: (855)632-7633  
Lincoln: (402)473-7000  
Omaha: (402)595-1178

## Online Medicaid Renewal Form (Update)

When a medical expense of insurance is entered, the user is now asked to indicate which household member(s) are covered by the insurance.

Official Nebraska Government Website

ACCESS Nebraska

Medicaid Renewal

DHHS NEBRASKA

02/25/2016 [Help](#)

**Expenses - Medical**

Who is billed for this medical expense?

QUINTON MILES / 10-21-1985

LESLIE MILES / 03-15-1986

DREW MILES / 01-01-2012

Type: Health and Hospital Insurance Premiums  If other, describe:

Amount Being Paid: 150.00 Frequency: Monthly

Example: 9999.99

If anyone outside the household helps pay this bill, tell us who helps below.

Name of Insurance Company: Blue Cross Blue Shield Policy/Group Number:

**Insurance Company Address**

Address Line 1: 123 XYZ

Address Line 2:

Address Line 3:

City: LINCOLN State: NEBRASKA Zip Code: 68521 -

Who is covered by this insurance?

QUINTON MILES / 10-21-1985

LESLIE MILES / 03-15-1986

DREW MILES / 01-01-2012

DHHS ACCESSNebraska Customer Service Center is available  
8:00 AM to 5:00 PM Monday thru Friday  
[Contact Us](#)

Expense Section	
<b>Medical Expense</b>	
Who is billed for this medical expense?	QUINTON MILES / 10-21-1985
Type	Health and Hospital Insurance Premiums
Description	
Amount Being Paid	150.00
Frequency	Monthly
Insurance Company	Blue Cross Blue Shield
	123 XYZ LINCOLN, NE 68521
Policy Number/Group Number	
Who is covered by this insurance?	QUINTON MILES / 10-21-1985 LESLIE MILES / 03-15-1986 DREW MILES / 01-01-2012
Who helps pay this bill?	

## Submit Documents (Change)

Updates to the Submit Documents function on the ACCESSNebraska website were requested to allow for better processing of client documents based on what type of document the client was submitting online. New features will allow for clients to select what type of document they are uploading and based on what type of document selection they make will determine to what location (Omaha or Lincoln ANDI center) receives the documents.

The screenshot shows the 'Submit Documents' web application interface. At the top, it says 'Official Nebraska Government Website' and 'Submit Documents' in a large, stylized font. The date '03/16/2016' is displayed on the left, and a 'Help' link is on the right. The main content area is titled 'Select Document Type' and contains the following text:

What type of document(s) are you submitting?

**Application**

- Economic Assistance (SNAP, ADC, Child Care, AABD, Energy)
- Medicaid

**Renewal, Review, Recertification**

- Economic Assistance (SNAP, ADC, Child Care, AABD, Energy)
- Medicaid

**Other Documents**

- Quarterly Report Form (Medicaid)
- Verification Documents ( Income, Expenses, Identification)
- State Review Team (Internal Use Only)
- Financial (Internal Use Only)

Please note that if you are submitting an application you are only allowed to upload one document. If you have scanned and saved your Application and the supporting documents together, you may submit them as an "Application". If you have more than one application for different divisions you will be directed back to this page after you submit your first application.

At the bottom of the form, there are two buttons: 'EXIT' on the left and 'CONTINUE' on the right.

Clients will be directed to the above screen when entering the Submit Documents from the ACCESSNebraska Main Menu or from the Main Menu or if they are in the Report Changes section.

**Note:** Clients on ACCESSNebraska who enter via the Electronic Economic Assistance or Medicaid applications will continue to the document upload screen as they do today.

The user will only be allowed to select one "Document Type" at a time. After the document has been uploaded they can "Add" documents for the same person via the "Add" or they can submit for another person, both choices will direct them to the Document selection page.



In the confirmation after the user has successfully submitted their documents they will be shown a summary of the Document Type and the document they selected prior to them exiting.

Document Types and their Destinations (Lincoln WBL or Omaha WBO)

### **Application**

Economic Assistance (SNAP, ADC, CC, AABD, and Energy) – WBO Application  
Medicaid – WBL Application

### **Renewal, Review, Recertification**

Economic Assistance (SNAP, ADC, CC, AABD, and Energy) – WBO Application  
Medicaid – WBL Application

### **Other Documents**

Quarterly Report Forms (Medicaid) -WBL Daily Mail  
Verification Documents – Alternates between both WBL and WBO Daily Mail  
State Review Team (Internal Use Only) – WBL Daily Mail  
Financial (Internal Use Only) – WBO Daily Mail

## Correspondence

### Request for Verification (Change)

The Request for Verification correspondence has been updated to remove the obsolete Paternity Acknowledgement (CSE-12) Notarized option. This option has been replaced with a new option of Proof of Paternity.

N-FOCUS - Add Person, Verification Type(s), Program(s)

Division	Person	Birth Date	Person Number
<input type="checkbox"/> EA	FRANKY F FINGERS	02-19-1967	34472735
<input checked="" type="checkbox"/> MLTC			

Select Person requiring Verification(s)

Program(s)	Program Case Name	St	Program ID
MEDICAID	FRANKY F FINGERS	AC	6683557

Select Program(s) that require the selected Verification(s)

Category: OTHER

Select Verification(s)

- POTENTIAL INCOME-APPLY (SEE COMMENTS BELOW FOR DETAILS)
- PROOF OF PATERNITY
- HEALTH INSURANCE CARD (COPY BOTH SIDES)
- PROVIDE SOCIAL SECURITY NUMBER
- POWER OF ATTORNEY, GUARDIANSHIP PAPERS
- IMMIGRATION DOCUMENTS
- SIGN AND RETURN FORM IM 1-AGREEMENT TO SELL REAL PROPERTY AND REPAY ASSI
- SIGN AND RETURN FORM ASD 46 - AUTHORIZATION FOR RELEASE OF INFORMATION

Comments

Add / Next Selection

OK Cancel

### Renewal Form Unearned Income Section (Fix)

With this release, the issue of old instances of incoming being pulled into the Unearned Income section of the Medicaid Renewal Form has been fixed.

## Alerts

### Alert #0525 and Work Task Overdue Renewal (New)

Beginning in May a new alert and work task will notify workers that a Medicaid program case is overdue for a renewal. The alert and work task will be generated the month after the review due date, on the 15th.

#### Alert text:

Program Case Number> is overdue for a renewal. A review was due by <Program case review date>. Please take appropriate action.

#### Work task text:

Renewal Overdue

## Document Imaging

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### Categories (New/Change)

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#### New Categories

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- **Audit Documentation** – available to Protection and Safety staff
- **Utility Bill**- available only for Economic Assistance staff
- **Child Care Provider Grant**
- **Payment Type/Selection -EA&RD** –available for indexing of the FA-100 financial documents received for clients and/or providers.
- **Central Registry**

#### Updates to Categories

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- **Tax Information Form** - is now available for Resource Development staff to utilize
- **Agreement, Confidential, Correspondence, & Quality Assurance** - are now available for Protection and Safety staff

## Expert System

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### Verification Request Tracking (Change)

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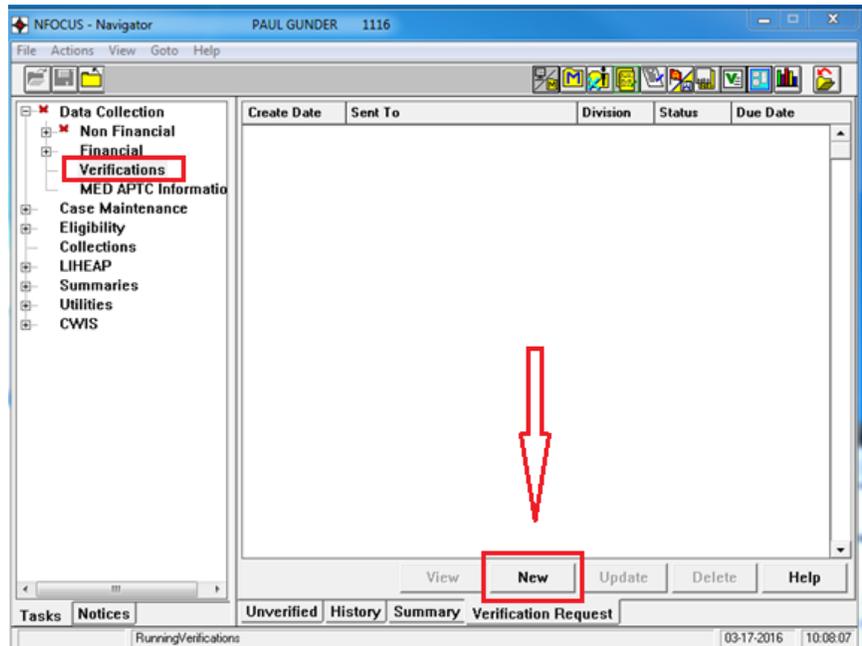
Verification requests can now be created while the case is checked out to the expert system. Verification requests are created from the Verification task using the verification request tab.

To create a Verification Request in Expert System, follow these steps:

1. Select New to create a request.

The Add Verification Request window opens.

2. Select the Division, person, program, category, and verification type.
3. Add Comments as needed.



**Note:** You can continue to add categories and types for the same person and program. If you need to add another person or program, select the Add/Next Selection button. When all items have been added select the OK button. The Complete Verification Request question appears.

**Person**

First Name	Last Name	Birth Date	Person Nbr
PAUL	GUNDER	06-03-1955	58423280

**Program**

Program	Case Name	Status	Program ID
AABD/MED	PAUL GUNDER	Closed	91497588
AABD/PMT	PAUL GUNDER	Closed	64327787

**Category** Resources

**Select Verification Type**

- Current Trust, Bonds, Certificates of Deposit (CD), IRA, Money Market, Keogh, 401(K), Mutual Funds
- Life Insurance
- Lump Sum payments (insurance payments, inheritance, income tax refunds, rebates and from any other source)
- Most recent Bank Statements (checking, savings, credit union) for all Household Members

**Comments**

Add/Next Selection OK Cancel

4. Answer the Complete Verification Request question as appropriate.
  - a. Answer no if you want to continue processing the case and then come back to the VR to add more items and finalize it later.
  - b. Answer yes if you are ready to finalize the request. The Summary of Verification Type(s) window opens.

Complete Verification Request

Are you ready to finalize Verification Request?

Yes No

5. A Sent To person must be selected.
6. The due date defaults to 30 days in the future but it can be changed.
7. The language defaults to English and can be changed to Spanish.

Summary of Verification Type(s)

Sent to: [Dropdown] Due Date: 03-27-2016

Language: ENGLISH

**Summary of Verification Type(s)**

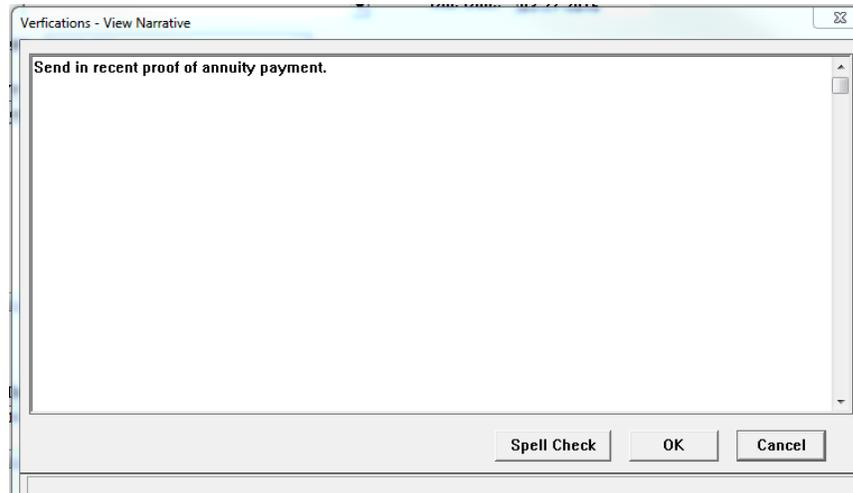
Received	Verification Type	Person	Program
	Most recent Bank Statements (checking, savings, credit u...	PAUL GUNDER	AABD/PMT
	Annuity	PAUL GUNDER	AABD/PMT

Delete

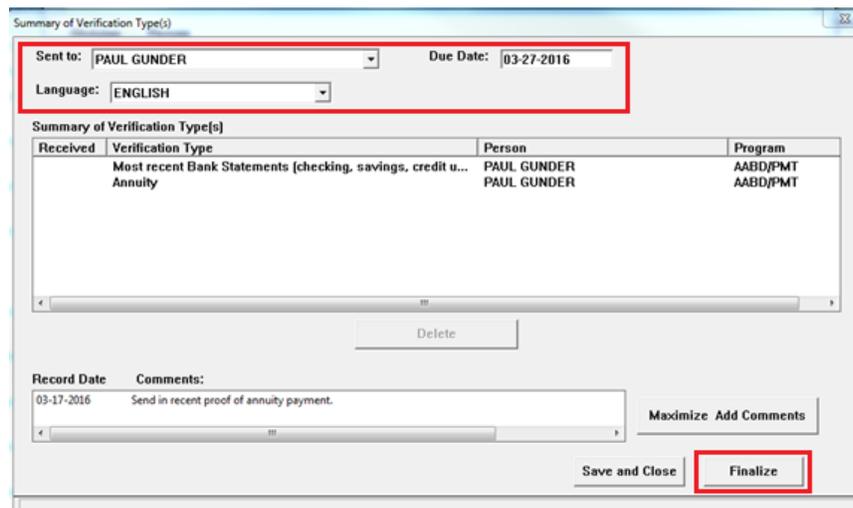
Record Date: 03-17-2016 Comments: Send in recent proof of annuity payment.

Save and Close Finalize

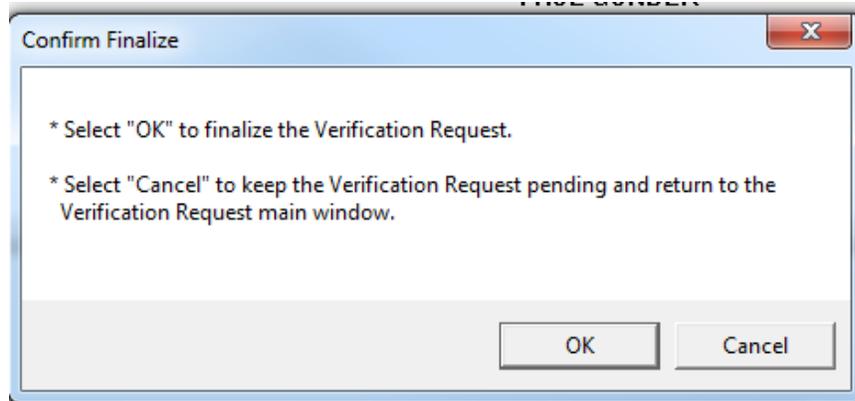
**Note:** Items can be deleted from the request by selecting an item and clicking the Delete button. Comments can be added by using the Maximize/Add Comments option which opens the Verifications-View Narrative window.



**Note:** Comments can be added or edited. Spell check can be performed. Spell Check will be disabled if there are no comments. Click on OK when finished and you will be returned to the Summary of VR Types window.



8. The Finalize button is enabled when the Sent To, Due Date, and Language are populated.
  - a. If you decide you are not ready to finalize select Save and Close.
  - b. If you are finished then select Finalize. The Confirm Finalize will open.



9. Select Ok and the VR status is now open.

**Note:** A VR in open status cannot be edited. A VR that was created and finalized while the case is checked out can only be deleted by overriding the check out.

If you cancel from the Confirm Finalize message you will be taken to the Verification Request main window and the VR will be in pending status. Edits can be made as long as the VR is in pending status.

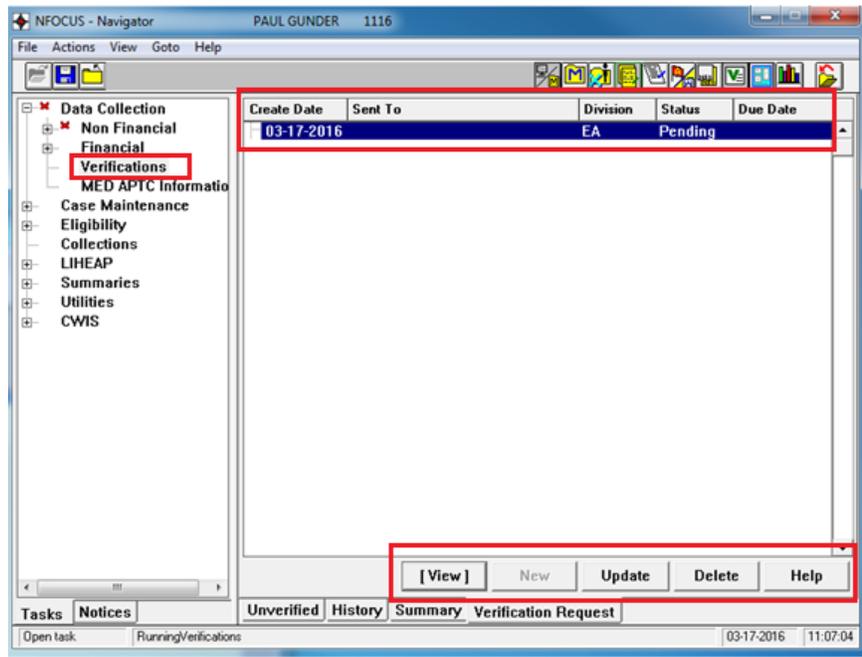
The VR will be in pending status anytime you leave the VR request without finalizing. This happens when you answer no to the finalize question or when you cancel from the Confirm finalize window.

### Finalizing a Pending Verification Request

When a Verification Request is in pending status it can be changed and finalized. To do so follow these steps:

1. From the Verification task and the Verification Request tab, a list of all pending and open Verification Requests display.
2. Select the Pending Verification Request.

The View, Update and Delete buttons are enabled.



**View:** is a view only of the entire VR, no edits can be made.

**Delete:** Will delete the pending VR. Delete cannot be used on a VR in open status.

**Update:** Will allow you to complete the pending VR. Selecting Update opens the Add Verification Request window. Items and comments can be added.

3. Select Ok when ready to finalize the Verification Request.

**Note:** When the selected Verification Request is in open status the View and Update buttons will be enabled. View will allow the user to view the entire VR but no edits can be made. Update will allow the user to mark items as received, close the VR, or Add/Resend comments.

Only one VR can be in pending status. The New button will be disabled if there is a VR in pending status. The Master Case cannot be checked in if there is a VR in pending status. If you try to exit the expert system with a VR in pending status you will receive the following message:

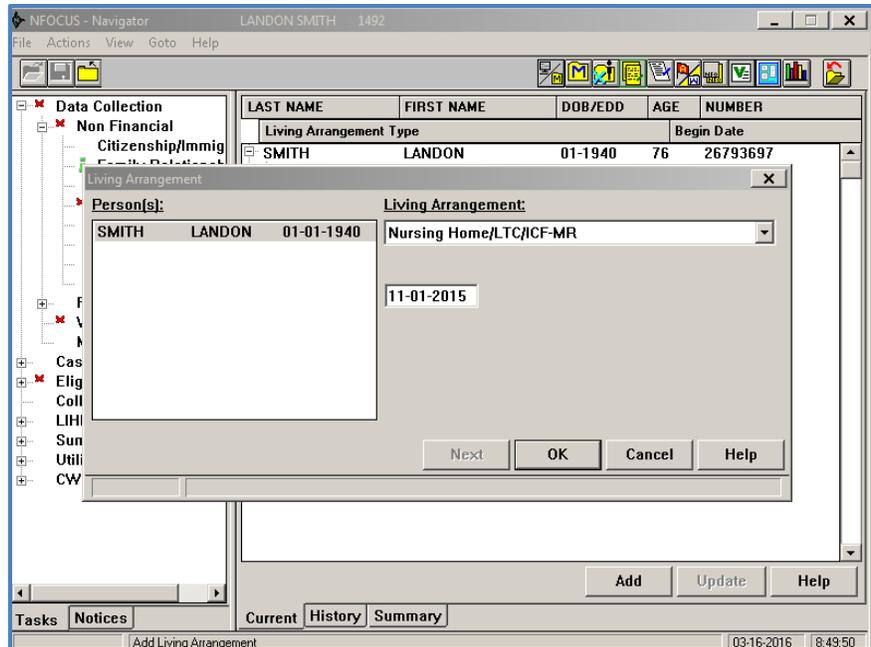


The pending VR can be deleted or you can opt to return to the verification task and finalize the request.

## AABD/Medicaid Budgeting (Change)

A fix has been made in AABD/Medicaid budgeting to only count the income and resources of an SSI recipient in a nursing home after the 3<sup>rd</sup> full month in a nursing home if Social Security has not reduced the benefit to the nursing home rate. In all other situations, the income and resources of the SSI recipient will be excluded.

**Note:** When a case is pended, the system automatically back-dates the begin date of the Living Arrangement. Be aware of the need to potentially enter a past period of living arrangement. For example: A new case is pended for March 2016. When entering the Nursing Home living arrangement the system defaults the begin date back to 11-1-2015. If the person was at home and then went to the nursing home, enter the period of time with the apt/house living arrangement and update to nursing home.



## Exit Message (New)

A new warning message will display when exiting from budget authorization if the system detects there is a Medicaid, AABD Payment, ADC or Child Care program case that is active in the future without a corresponding budget. Active cases without corresponding budgets cause eligibility errors and issues with downstream processes. The warning message will allow you to continue, but workers should be aware that it is important to allow the automated push forward logic to direct you to run the appropriate budgets.



**OK** - will return to the navigation window. The budgeting buttons will not appear until "Budgeting" is double clicked. However any selection on the tree list may be made.

**Cancel** - will navigate to notices.

**Note:** Existing budgets will not delete. For example if a program is processed through the come up month, a change is noticed and SSW goes back to a prior month to close a participant, the future budgets will still be available and not pop this message. If any change is made retro months, budgeting would still need to be processed through the come up month.

### [Stop TMA from Going to Medically Needy \(Change\)](#)

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Parent caretakers who are over income for Transitional Medical Assistance (TMA) will automatically be closed. They will no longer be reconfigured into a MN/PC category since there is no verification of resources, or an ongoing medical need.

### [Pregnant Women Category not Counting Spouse Income \(Fix\)](#)

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Prior to this release, the Pregnant Women's Category was not counting the spouses income when they were both filing as single tax payers. With this release, the spouses income will be counted regardless of the couples individual tax filing status.

### [MESA Budgeting \(Fix\)](#)

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MESA budgeting for Spousal Impoverishment cases will now always count the earned income of the Community Spouse.

### [Failed MAGI Child\(ren\) into TMA \(Fix\)](#)

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Children can be added to a Transitional Medical Assistance case when there is a monthly premium due, when they are over income for MAGI or ineligible for CHIP.

### [Resources of Need Only Members in a Non-MAGI Case \(Fix\)](#)

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For AABD/OMB budgeting, need only members (e.g. children) resources were pulling in and counting in their parents Non-MAGI budgets even though they are not financially responsible. This should not be occurring as only financially responsible individuals resources should count in the Non-MAGI budgets. This scenario should now be processing correctly in N-FOCUS.

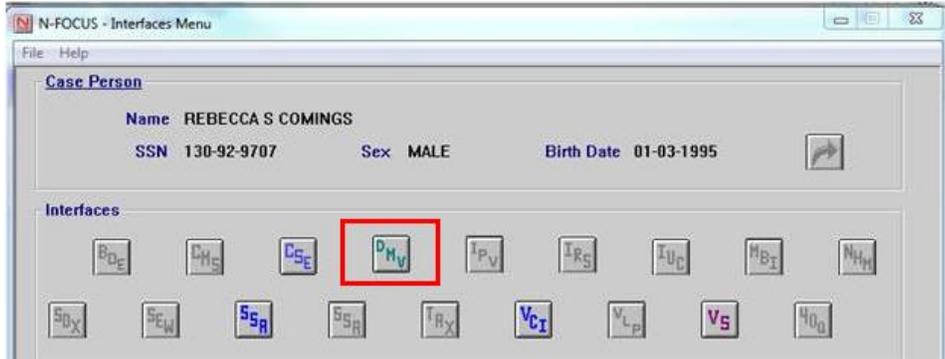
### [Income for Dependent Parent Not Counting in Child's Budget \(Fix\)](#)

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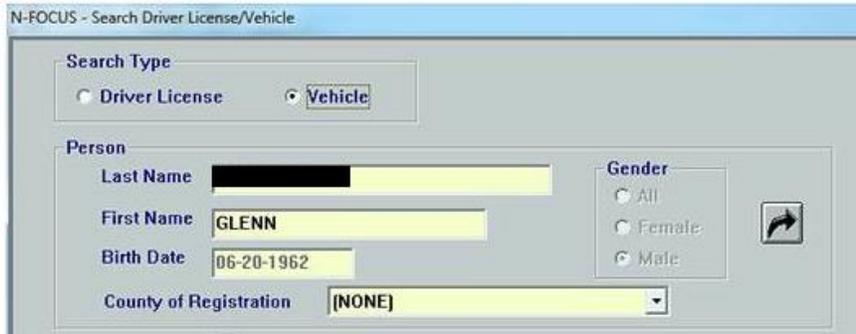
When a parent is claimed as a tax dependent the threshold rules will not be applied and all countable income will be included in their child's Medicaid budget.

# N-FOCUS Tips

## Department of Motor Vehicles Interface



When you search the DMV interface and use the Person's Name information as your search criteria, you get back many vehicles that may belong to your client.



The screenshot shows the 'N-FOCUS - List Vehicle Information' window. The search criteria are Name: BRUMBAUGH, GLENN. The table below lists the search results:

Name	Year	Make	Model	Style	Plate Type	County Of Title	County Of Registration	VIN
BRUMBAUGH, GLENN	1971	INTL		CB		HARLAN		114501
.GLENN	1989	FORD	F15	PK		HARLAN		1FTDF1
.GLENN	1990	HMDE			XC		WEBSTER	
.GLENN	1972	BUIC	CNT	4T		HARLAN		4P39T2
.GLENN,S	1968	CHEV	XXX	XX	XC	WEBSTER		CE148J
.GLENN,S	1952	CHEV		SD	XC	WEBSTER		5KKA48
.GLENN,S	1949	CHEV			XC	WEBSTER		35JC13
.GLENN,S	1985	PLYM	VLE	SV	XC	HARLAN		2P4FHE
.GLENN,S	1961	FORD	GAL	4D	XC	FRANKLIN		1P52X1
.GLENN,S	1980	FORD	F10	PK	TC	WEBSTER	WEBSTER	F10EP6
.GLENN,S	1969	HOND	XXX	XX	TC	HARLAN		CM91A
.GLENN,S	2011	HOMD			XU		WEBSTER	
.GLENN,SHANE	1964	CHEV		PU	XU	WEBSTER		4C144J
.GLENN,SHANE	1982	CADI	FBR	4D	XU	WEBSTER		1G6AB8
.GLENN,SHANE	1979	OLDS	CCB	SW	XU	HARLAN		3H35F8

By narrowing your search by County of Registration, the result is the list of the person's vehicles that were registered in the selected county, not those that received their Title in the selected County.

N-FOCUS - Search Driver License/Vehicle

Search Type  
 Driver License  Vehicle

Person  
 Last Name BRUMBAUGH  
 First Name GLENN  
 Birth Date 06-20-1962  
 Gender  
 All  
 Female  
 Male  
 County of Registration Webster

N-FOCUS - List Vehicle Information

Search Criteria  
 Name BRUMBAUGH,GLENN County of Registration Webster

Name	Year	Make	Model	Style	Plate Type	County Of Title	County Of Registration	VIN
GLENN	1990	HMDE			XC		WEBSTER	
GLENN,S	2011	HOMD			XU		WEBSTER	
GLENN,S	1980	FORD	F10	PK	TC	WEBSTER	WEBSTER	F10EPC

## DHS/SAVE Interface Requests

To avoid errors make sure the DOB, Doc number and Name are correct.

The name should be the name on the Immigration document. If the Application Management person entered the name on N-FOCUS differently than it appears on the Immigration document change the name on the Person Detail window in N-FOCUS and resubmit the SAVE request.

N-FOCUS - US Citizenship/Immigration

Master Case ID 281 Name FLEMING HARRISON ADD

Medicaid Persons

Last Name	First Name	M	Ext	Birth Date	SSN
GARBO	JACK		G	09/17/1936	XXX
HARRISON	FLEMING			01/18/1952	XXX
MC DONALD	MAXIE			11/28/1980	XXX
HAYES	AVA			07/23/1988	XXX
RUDOLPH	RANDOLPH	M		01/20/1992	XXX

Attested US Citizen  
 Documented Non-Citizen  
 Undocumented Non-Citizen  
 Determine As Of Date 01-01-2014

Document Details  
 Document Type Other  
 Document Expire Date 08-21-2014  
 Passport Number  
 Passport Country of Issuance  
 SEVIS ID  
 I-94 Number  
 Alien Number 984057630  
 Other Document Description  
 Clear

Response Status Request Completed

Submit to DHS/SAVE Interface Submit for Verification SAVE Request History

03 N-FOCUS - Test Date  
 03-21-2016 09:06

Do not include extensions such as JR. and SR in the name.

In the SAVE Response the Status Granted date is the date they count for the date the 5 year bar begins.

If the I-551, Lawful Permanent Resident card, is beyond the expiration date the person DOES NOT lose their status, the person just needs to renew their card.

On the I-551 the Receipt number is the same as the Case number.

If the client has an older form of documentation it may not have all the numbers that they have today. On the US Citizenship/Immigration window use the 'Other' option and enter as much data as possible to eligibility to be determined.

## Updating the Renewal Date: Continuous Eligibility (CE) and Current Pay SSI Individuals

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When a case is closing for Failure to Complete a Review, Failure to Provide, or Eligibility Requirements not Met, and there is a Continuously Eligible (CE) participant or a Current Pay SSI individual, there are questions as to whether or not the review date should be updated to match the CE period and how to handle the SSI individual.

There should be careful consideration before a review date is updated. When a review date is changed the online and phone renewal form can disappear. If a client were to call in or go online to complete their renewal, within 90 days of closure, the renewal form will not be available. Also, it can move people off of what their annual review cycle should be.

Current pay SSI individuals are Medicaid eligible. They should remain active and eligible, even if their other household members failed to complete a review or provide requested information.

During a renewal, if you are closing a case for Failure to Complete a Review or Failure to Provide, check the case for any CE or Current Pay SSI individuals.

- If the case has a CE individual, set an alert for the 91st day to update the review date to match the CE period. This will ensure the online and phone renewal forms are still available if the rest of the household decides to complete their review at a later time (within the 90 days).
- If the case has a Current Pay SSI individual, set an alert for the 91st day to complete a desk review for the SSI individual. This will ensure the online and phone renewal forms are still available if the rest of the household decides to complete their review
  - When the desk review is completed the renewal date can then be updated to match the regular review cycle.

On an ongoing case, if you are closing the case for an eligibility requirement (e.g. Over Income, Ineligible Alien, Over Resources, etc...), check the case for any CE or Current Pay SSI individual.

- If only the CE individual remains eligible, set an alert for the 91st day to update the review date to match the CE period.
  - This will ensure the household has the allowable 90 days to re-establish eligibility without providing a new application.
- Any SSI individuals should remain open and eligible, even if other household members are ineligible. The review date should remain the same.
- If the annual review is due within 90 days for the CE individual, update the review date to match the CE period, allowing the phone and online renewal forms to still be available.